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Training Guide – SMART Security

SMART Security Liaison

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## State of Kansas

**Applicable Role(s):**

*SMART Security Liaison  
Kansas Service Desk Contact*

**For Questions Contact the Kansas Service Desk at 785-368-8000**

# SMART Security Liaison Training Guide

Statewide Management, Accounting and Reporting Tool

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## RULES

A SMART Security Liaison performs very important functions for their agency. Included in these functions are: requesting SMART security roles for new employees, initiating deactivation for employees leaving the agency, and approving and sending requests to change existing employees' access.

An Agency may designate more than one Security Liaison. In fact, this is recommended so in the event that one Liaison is out of the office, there is another available to handle the duties. Lastly, it is important to understand that the Security Liaison role in your Agency is the only role that can perform these functions. They are:

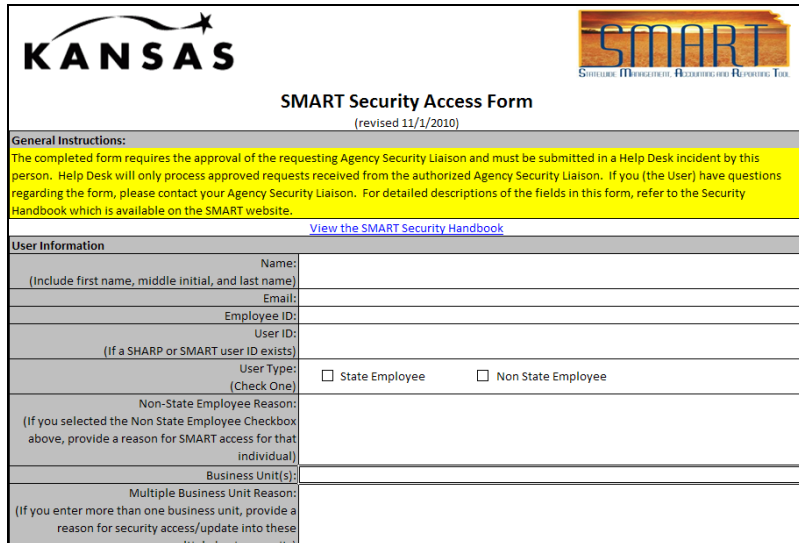
- New security liaisons can only be authorized by an existing security liaison or the head of the agency.
- A security liaison must also be established as a Service Desk contact because all security access forms are sent to the SMART Security team via Service Desk requests in ManageEngine.
- SMART Security Access Forms for employees must be initiated by the security liaison of an agency and sent through the Kansas Service Desk ManageEngine tool.
- If the security request includes access to multiple business units of which the initiator of the request is NOT the designated security liaison, permission must be given by the security liaison from the other agency(s) and/or the Director of the Office of Systems Management for the Department of Administration.
- All agencies have a FIVE digit agency number for which they are able to request access. If a Security Liaison is designated for an agency, this means they can request access for any derivative of that agency number as long as the first THREE numbers indicate their agency. For example, the Department of Administration is agency 17300. The Security Liaison for agency 17300 may request roles be given to employees for 17300, 17301, 17302, 17311, etc. If a request for access to 17400 was submitted, this would be denied, unless the Security Liaison was designated for both agencies 17300 AND 17400.
- The SMART Security Team requires that only one SMART Security Access form be included per Service Desk request.

## Tools

1. The SMART Security Access Form is the official document used by the security liaison to request SMART access. A portion of the form is pictured below. The form is housed at:  
<https://smartweb.ks.gov/policy-forms/security-access-forms>.

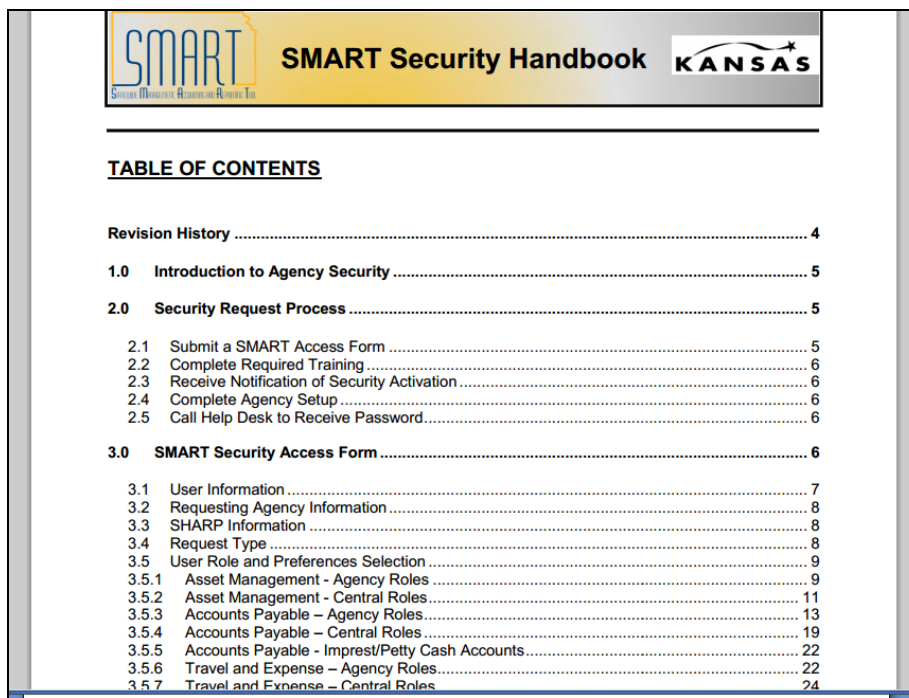
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The image shows the SMART Security Access Form, which includes the Kansas logo and the SMART logo. The form is titled "SMART Security Access Form" and is dated "revised 11/1/2010". It contains a "General Instructions" section, a "User Information" section, and a "Business Unit(s)" section. The "User Information" section includes fields for Name, Email, Employee ID, User ID, User Type, Non-State Employee Reason, and Business Unit(s). The "Business Unit(s)" section includes a field for Multiple Business Unit Reason.

- For instructions on filling out the form, there is a SMART Security Handbook. A portion of the document is pictured below and the Handbook is housed at: <https://smartweb.ks.gov/policy-forms/security-access-forms>.



The image shows the SMART Security Handbook Table of Contents. It includes the SMART logo and the Kansas logo. The table lists the following sections and their page numbers:

<b>Revision History</b>	<b>4</b>
<b>1.0 Introduction to Agency Security</b>	<b>5</b>
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- For assistance in determining the training needed for particular roles, there is the 'User Role to Training Course mapping Spreadsheet'. A portion of the spreadsheet is pictured below as is

Date Created: 03/08/2013  
Last Updated: 11/20/2013

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the link to where the document is housed. <https://smartweb.ks.gov/policy-forms/security-access-forms>.

User Role To Training Course Mapping Spreadsheet				
Last Updated: 06-06-13				
Module	Role	Course Code	Course Title	Delivery Method
AM	Agency Adjuster, Transfer, Retirement Processor	SAM140	Introduction to Asset Management	WBT
AM	Agency Adjuster, Transfer, Retirement Processor	On The Job Training (Provided by Agency)	Adjusting, Transferring, and Retiring Assets	OJT
AM	Agency Adjuster, Transfer, Retirement Processor	SGN101	Introduction to SMART	WBT
AM	Agency Adjuster, Transfer, Retirement Processor	SGN201	Introduction to Navigating in SMART	WBT

## Links / Locations

1. Kansas Service Desk - <https://dahelpdesk.ks.gov/>.
2. SMART Security Form, SMART Security Handbook, User Role to Course Mapping Instruction sheet, Security Liaison Training Guide - <https://smartweb.ks.gov/policy-forms/security-access-forms>

## Entering a Service Request

1. Go to the ManageEngine tool via this link: <https://dahelpdesk.ks.gov/>. Enter your

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## ManageEngine Username and Password



2. Go to the REQUESTS TAB and then click the NEW REQUEST button.



3. Your name and agency information should automatically populate for you. Select the **Category 'Security'** and then select either the **Subcategory 'New User Requests'** or **'Update Existing User'**.

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**New Request** Change Template Default Request

**Requester Details**

\* Name: Susie SMART

Contact number: 785-555-1212

Job Title: TESTER

Department: 173-Department of Administration

Business Unit \*: 17300

SMART User ID(s) \*: DA00SSM

Category \*: Security

Subcategory \*: -- Select Subcategory --

\* Subject: Configuration or User Preference Issue  
Employee Self Service Password Reset  
Inactivate Existing User  
New User Requests  
Other  
SMART Password Resets  
Update Existing User

Description \*: Configuration or User Preference Issue  
Employee Self Service Password Reset  
Inactivate Existing User  
New User Requests  
Other  
SMART Password Resets  
Update Existing User

4. Next, scroll down to the **Attachments** section and attach the security access form you filled out for your employee. Select the file, and click the **Attach file** button.

**Attachments** : Attach file

Attach file

File: Choose File No file chosen

[Maximum size of an attachment is 10 MB.]

Attach file

Add request Reset Cancel

5. Click the Add request button.

Add request Reset Cancel

6. The Service Desk assigns a Request ID to the service request. This is displayed at the top left of the service request.





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The screenshot displays a web interface for a request management system. At the top, it shows 'Request ID : 48313' and two buttons: 'Actions' and 'Reply'. Below this, the title 'New Employee Sally SMART' is followed by 'By Susie SMART on Feb 15, 2013 08:59 AM' and 'Due Date : Feb 22, 2013 08:59 AM'. There are three tabs: 'Request' (selected), 'Resolution', and 'History'. The 'Description' section contains the text 'Please add per the attached security'.

## Request Completion

You will receive notification via e mail from the security team when the changes have been made. As the SMART Security Liaison, you will be responsible for informing your employee of the contents of the e mail.

If for any reason the changes are not as requested, **perform a REPLY in the request** and the ticket will be reopened and worked again. (Please do NOT reply to any emails)

This screenshot is identical to the one above, but with a yellow arrow pointing to the 'Reply' button in the top right corner, highlighting the action to be taken when changes are not as requested.